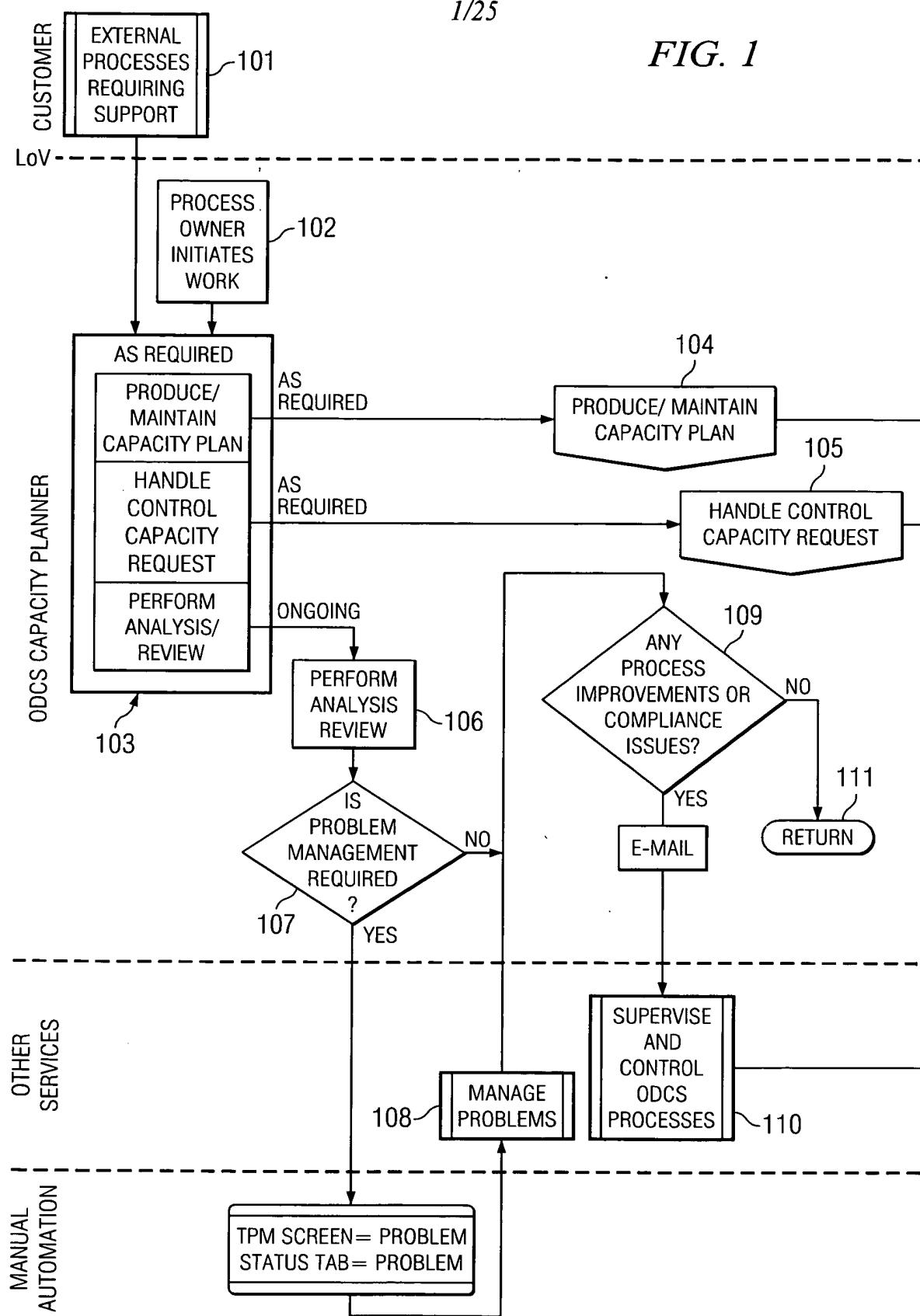


FIG. 1



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FIG. 2a

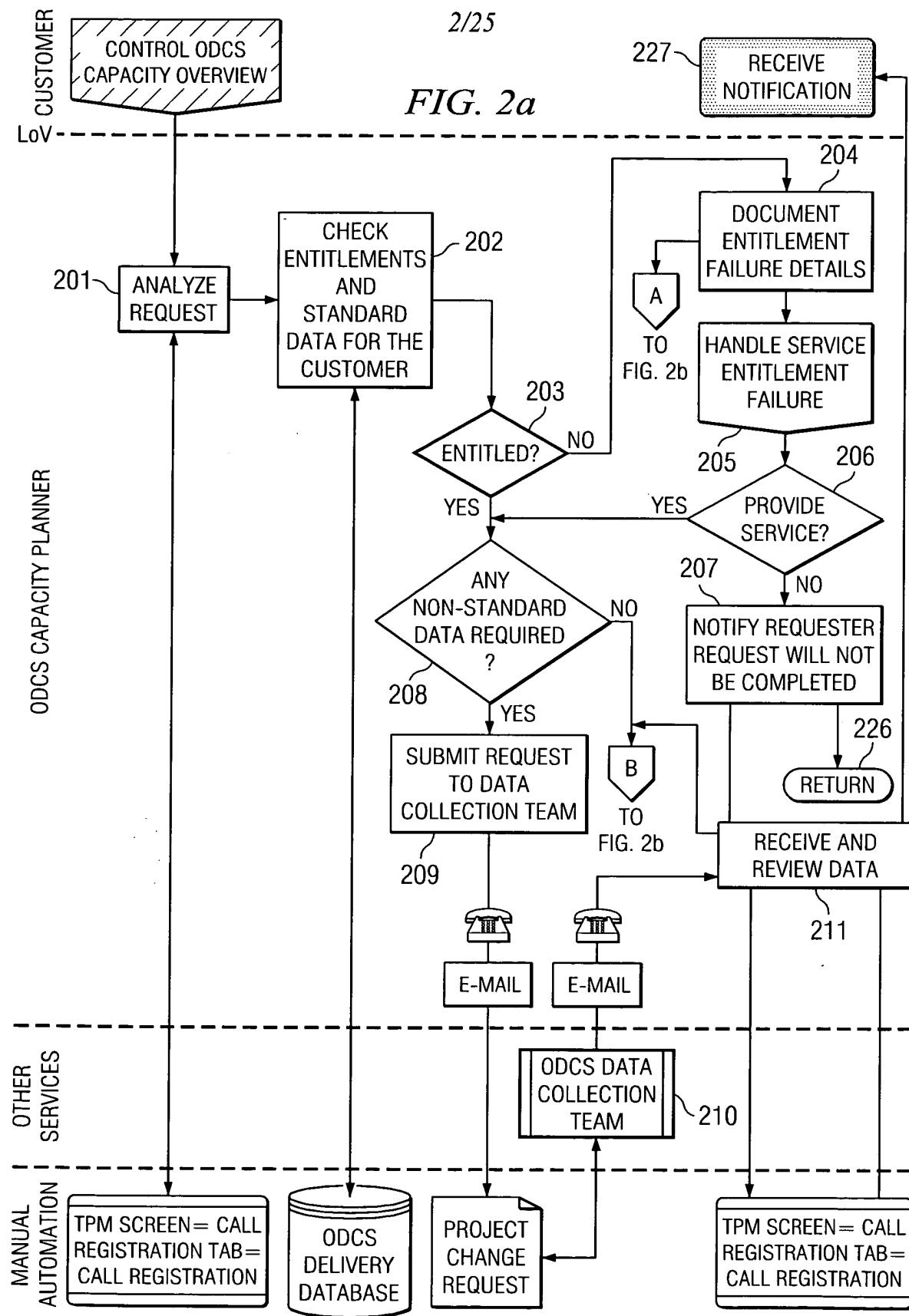
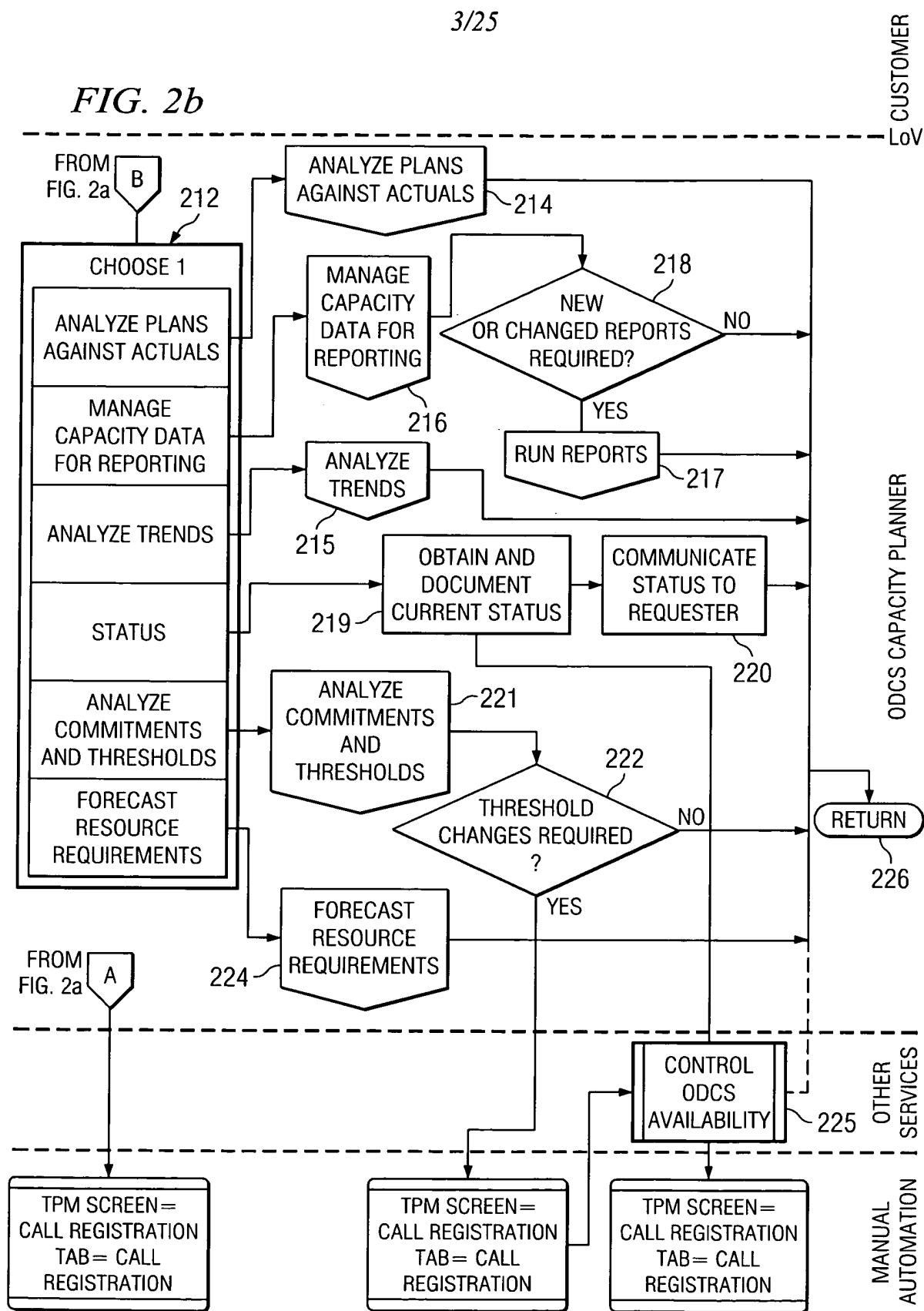


FIG. 2b



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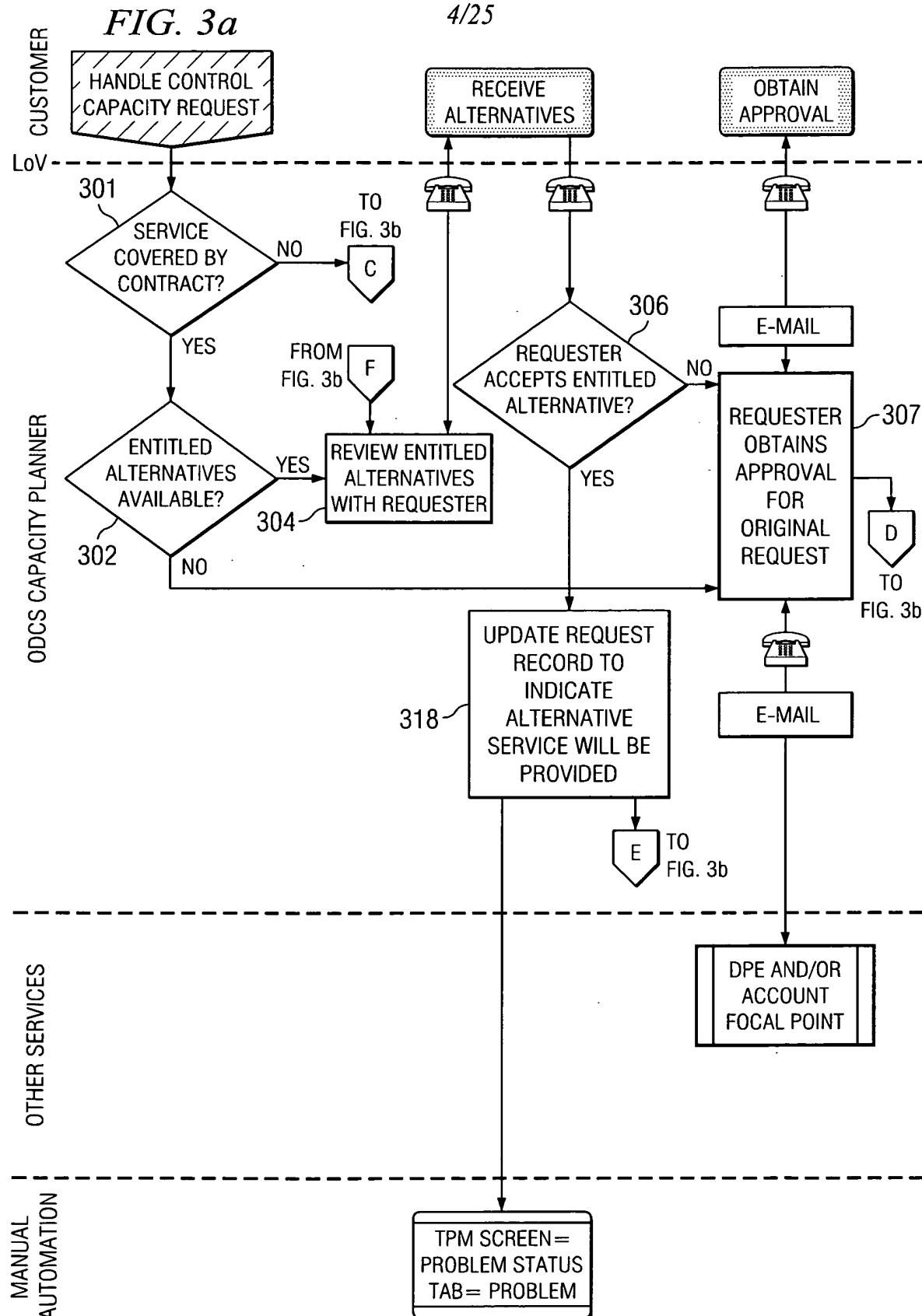
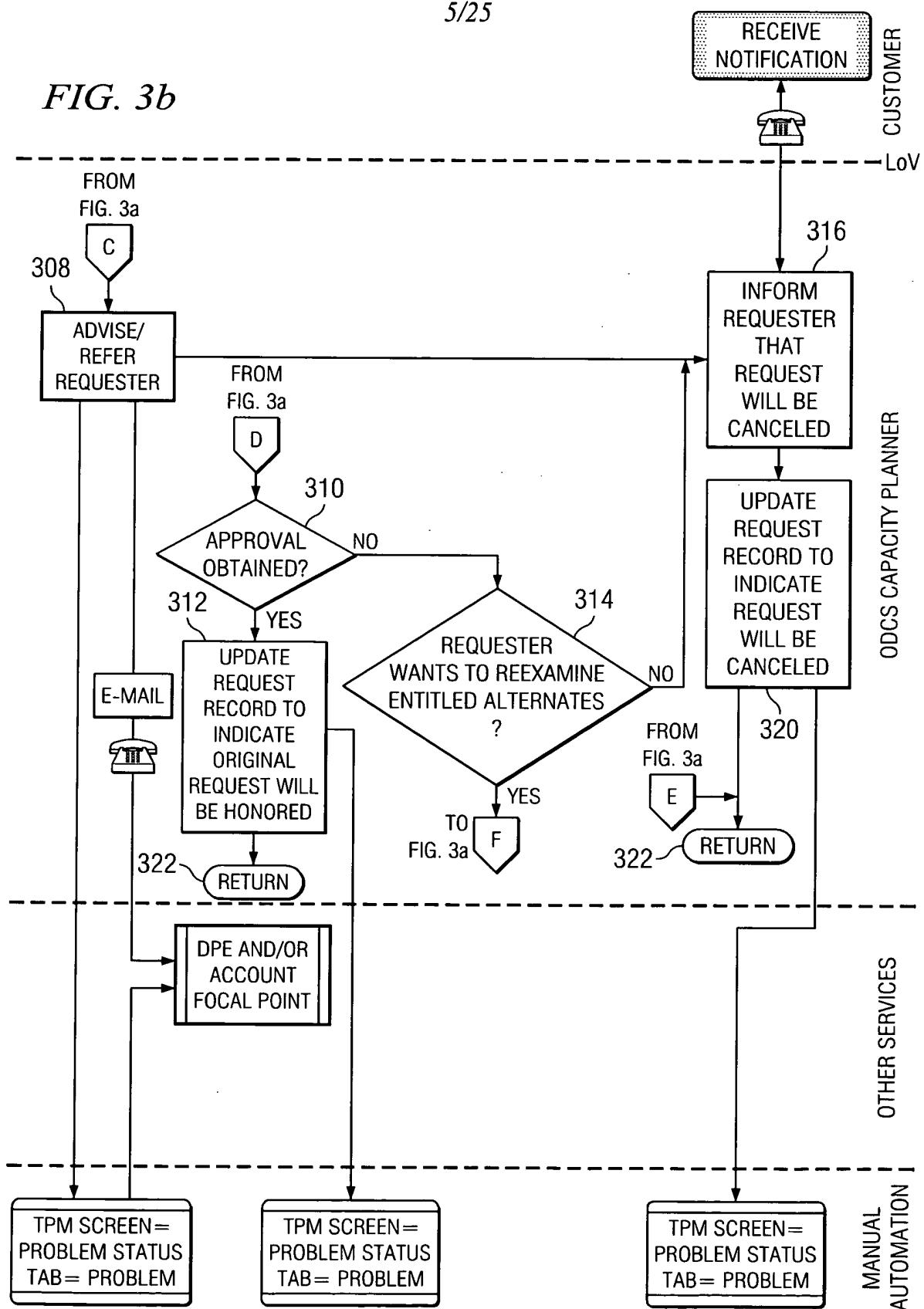
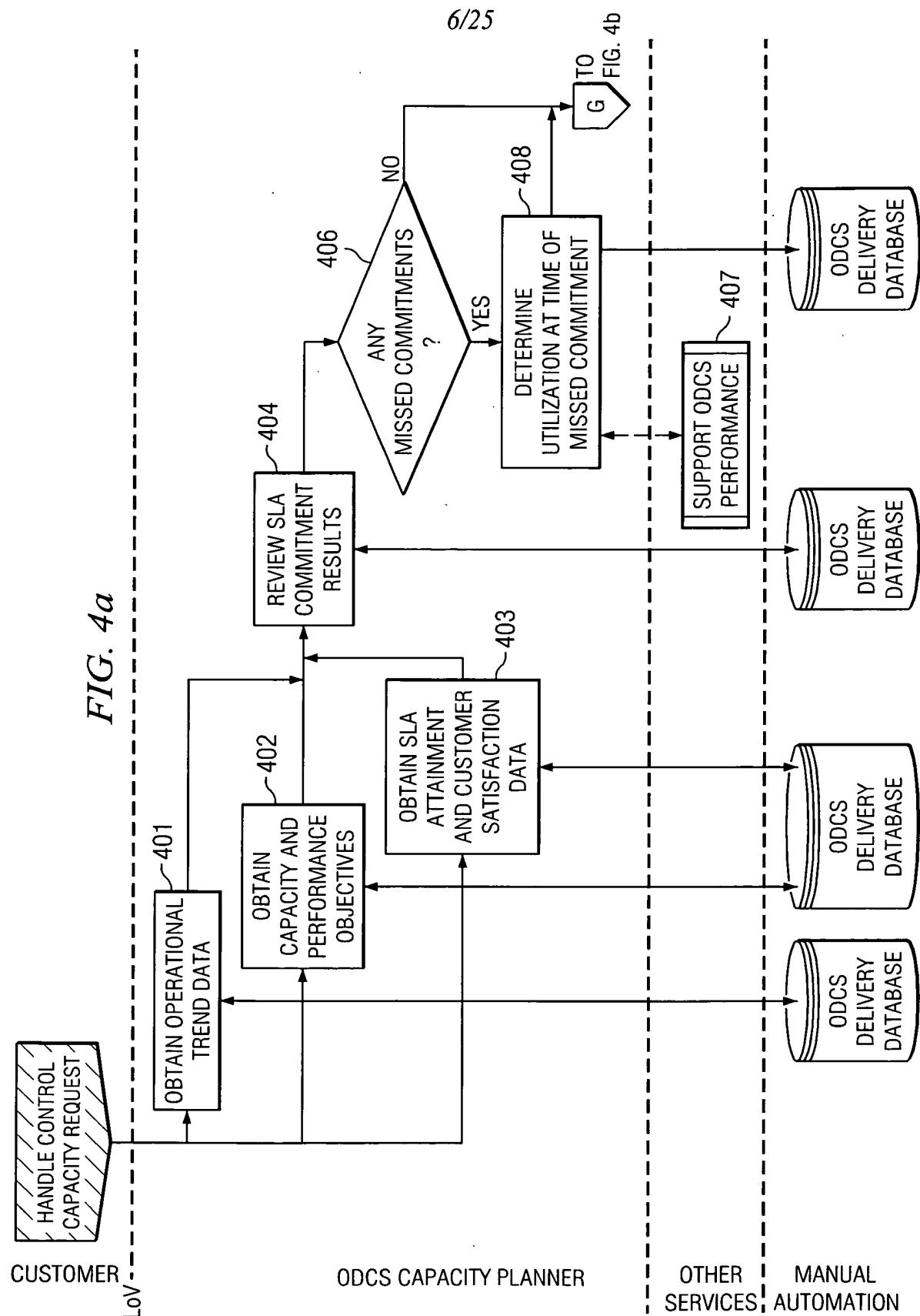
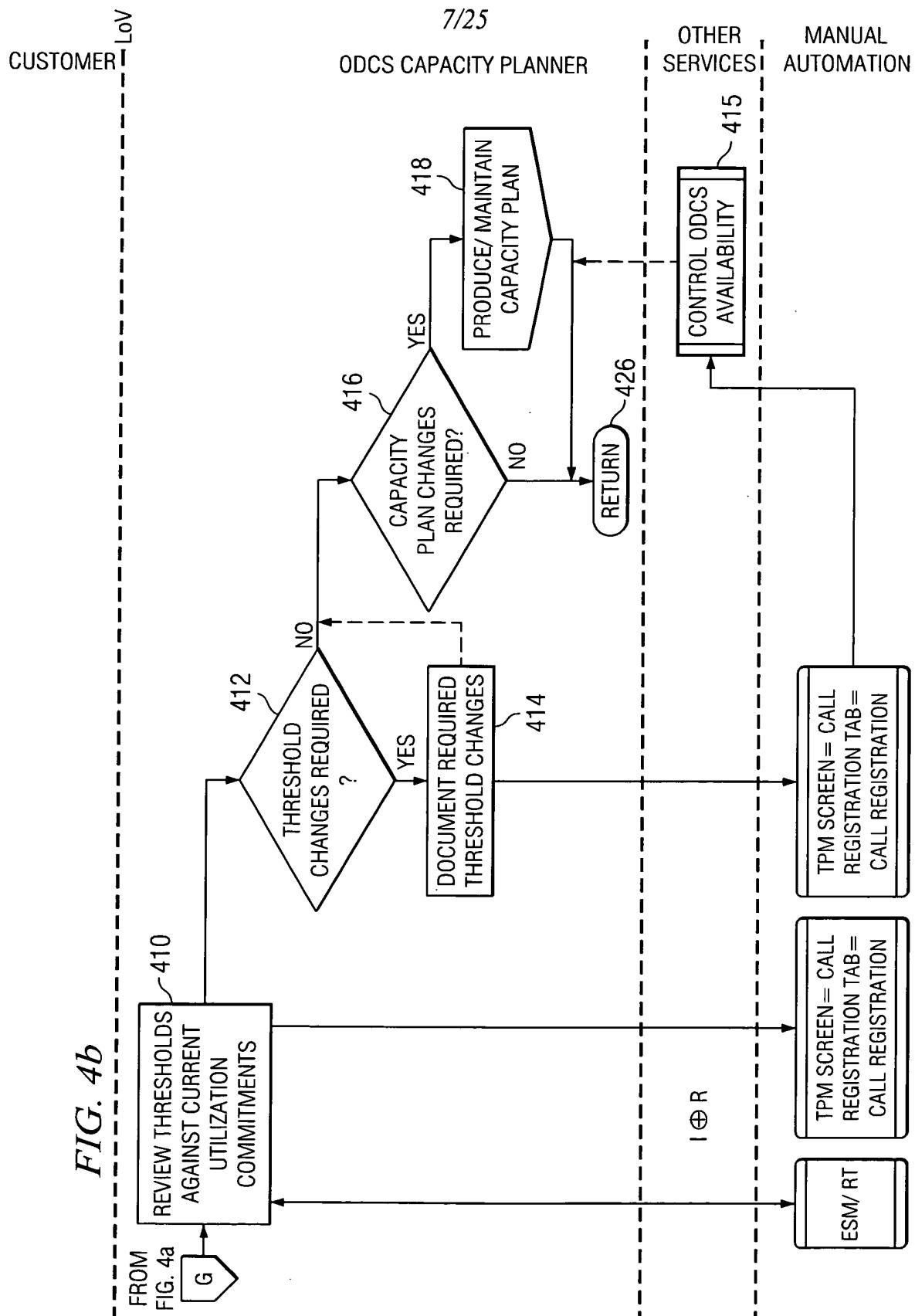


FIG. 3b



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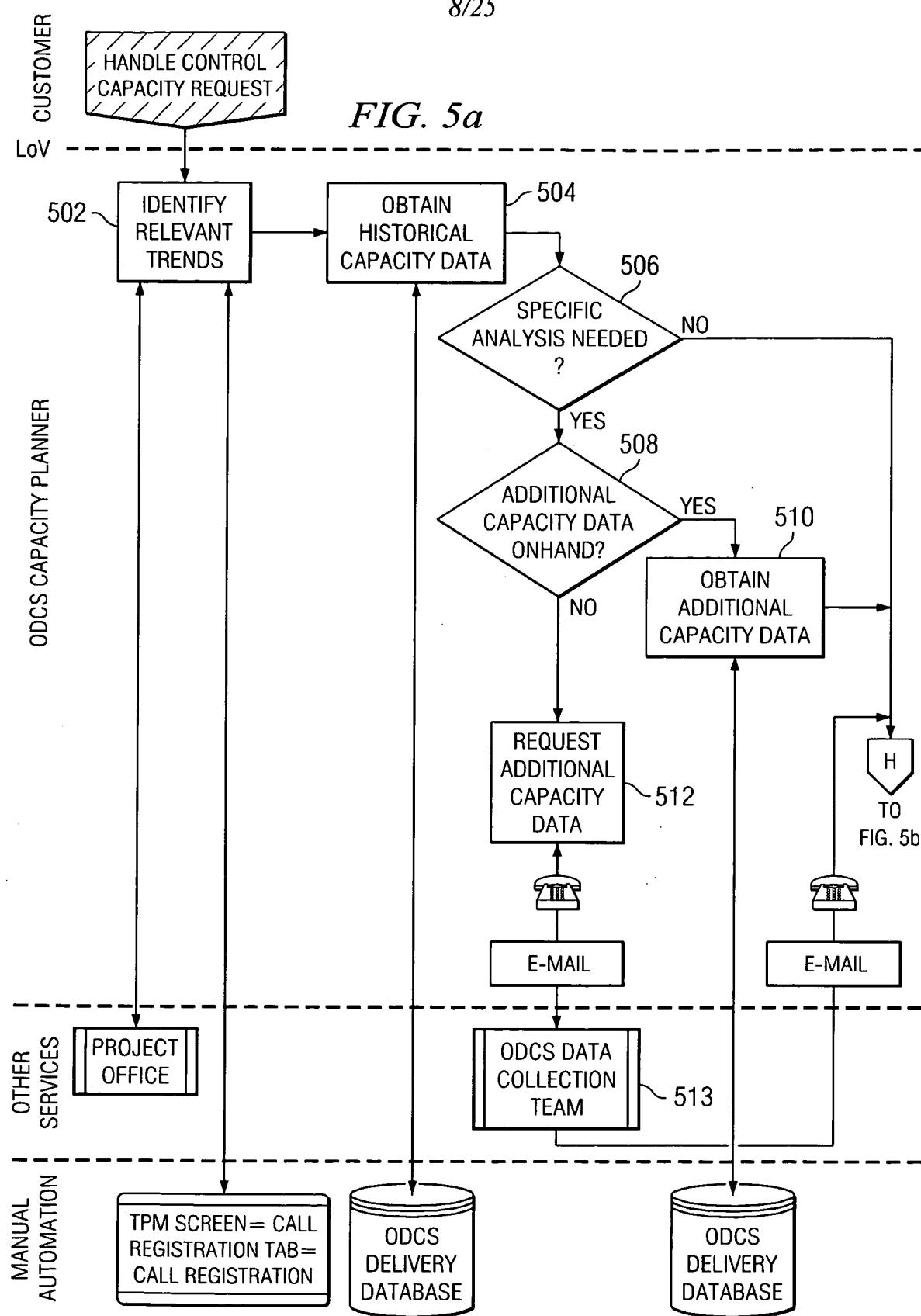
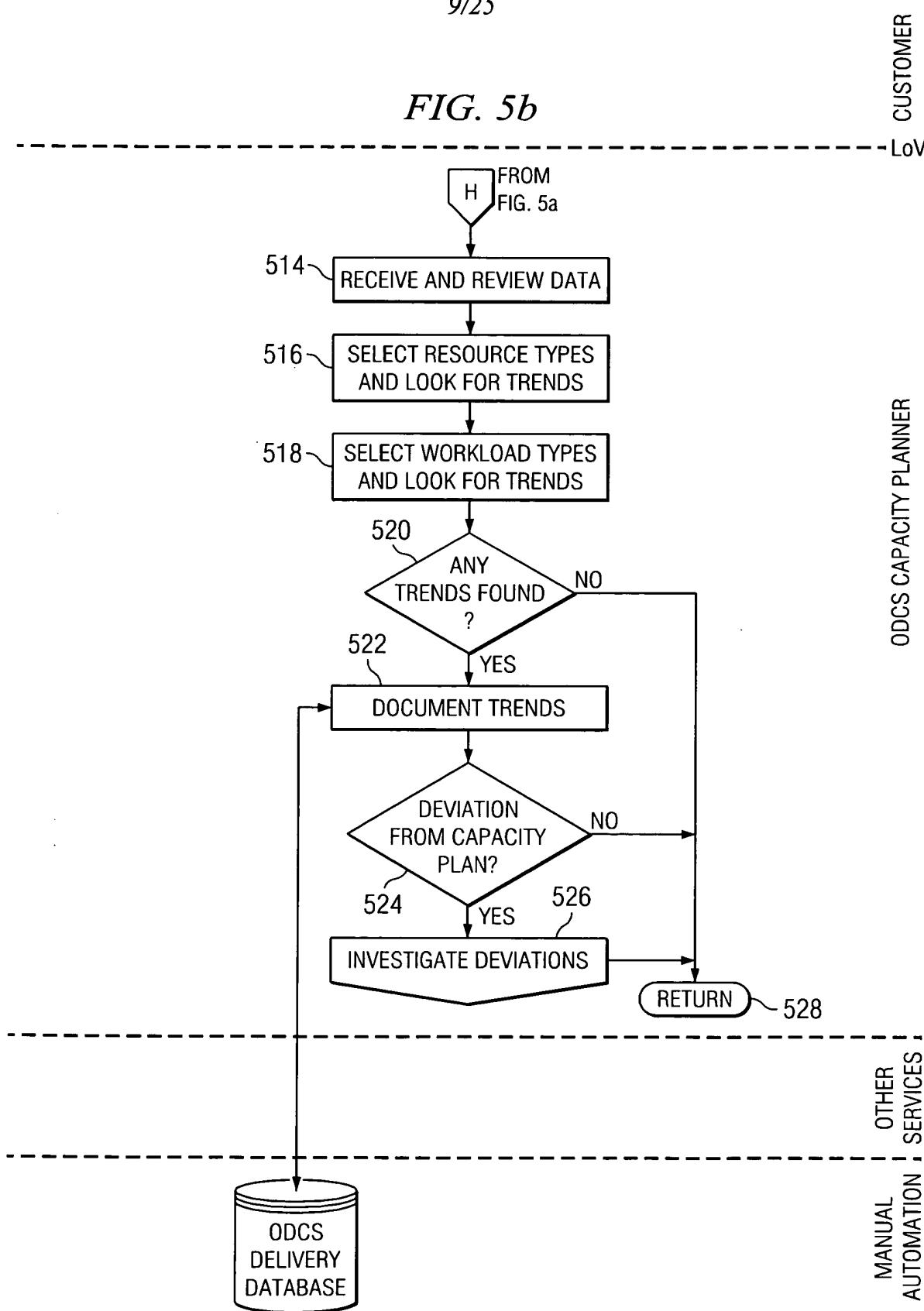
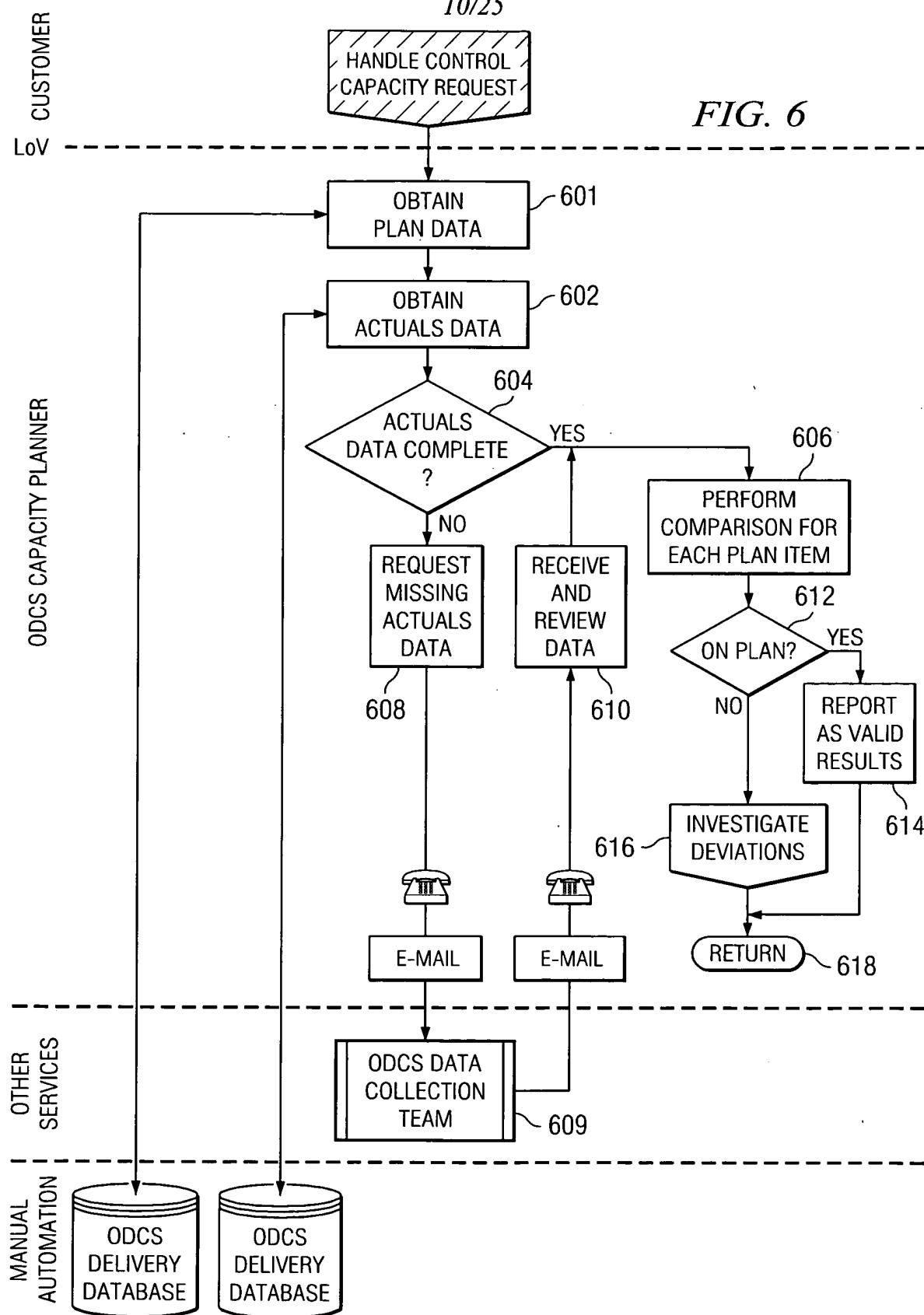


FIG. 5b



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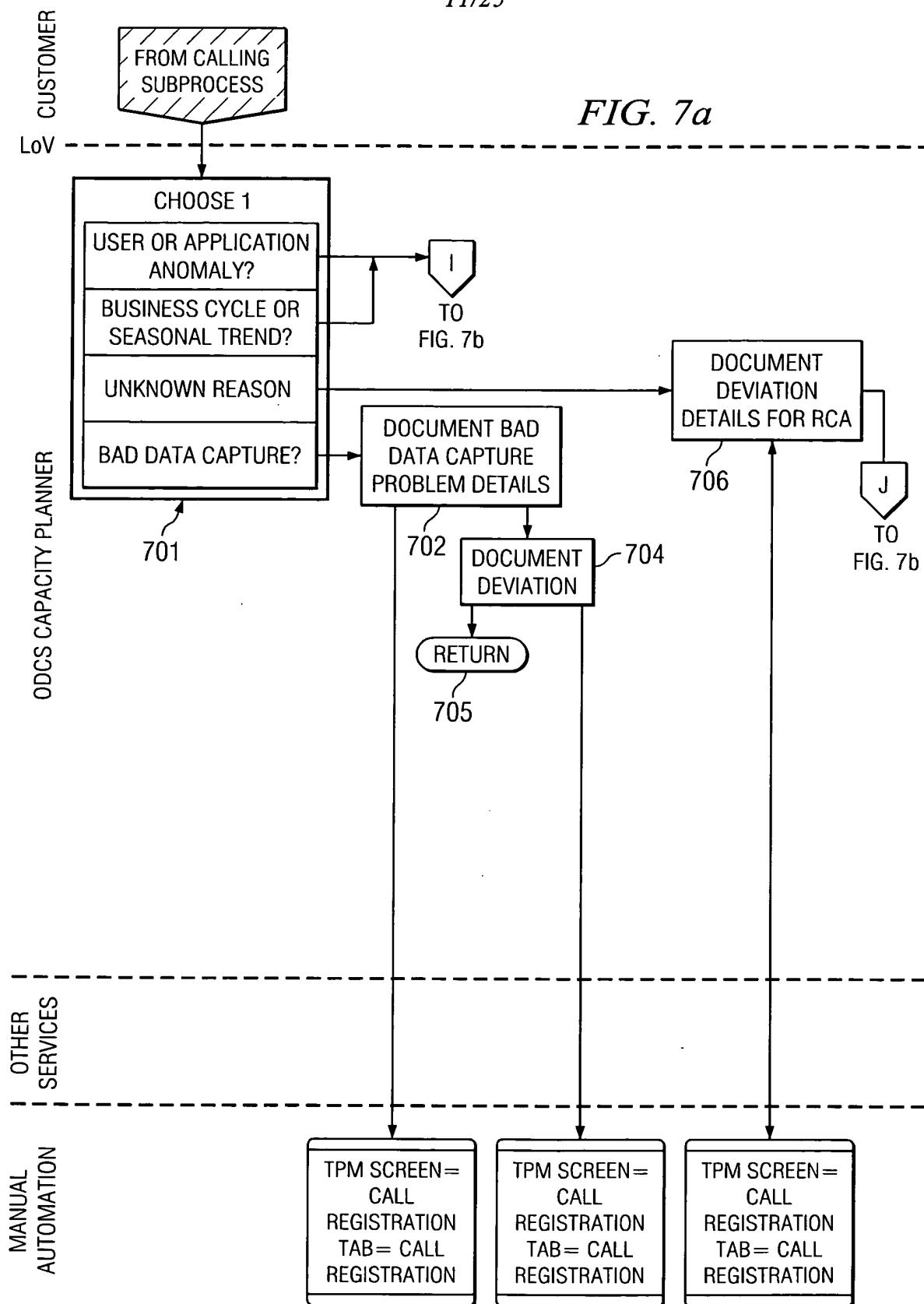
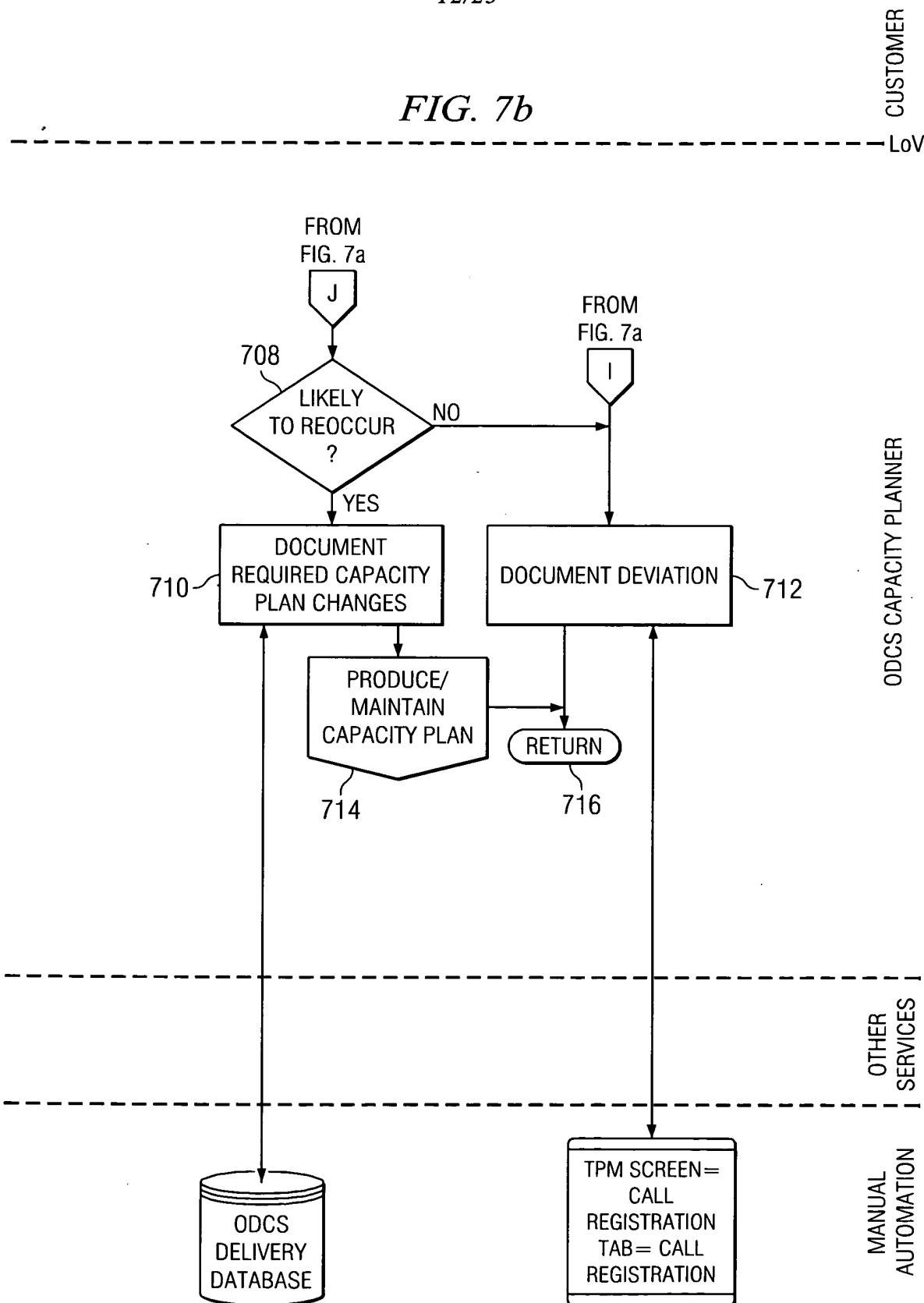
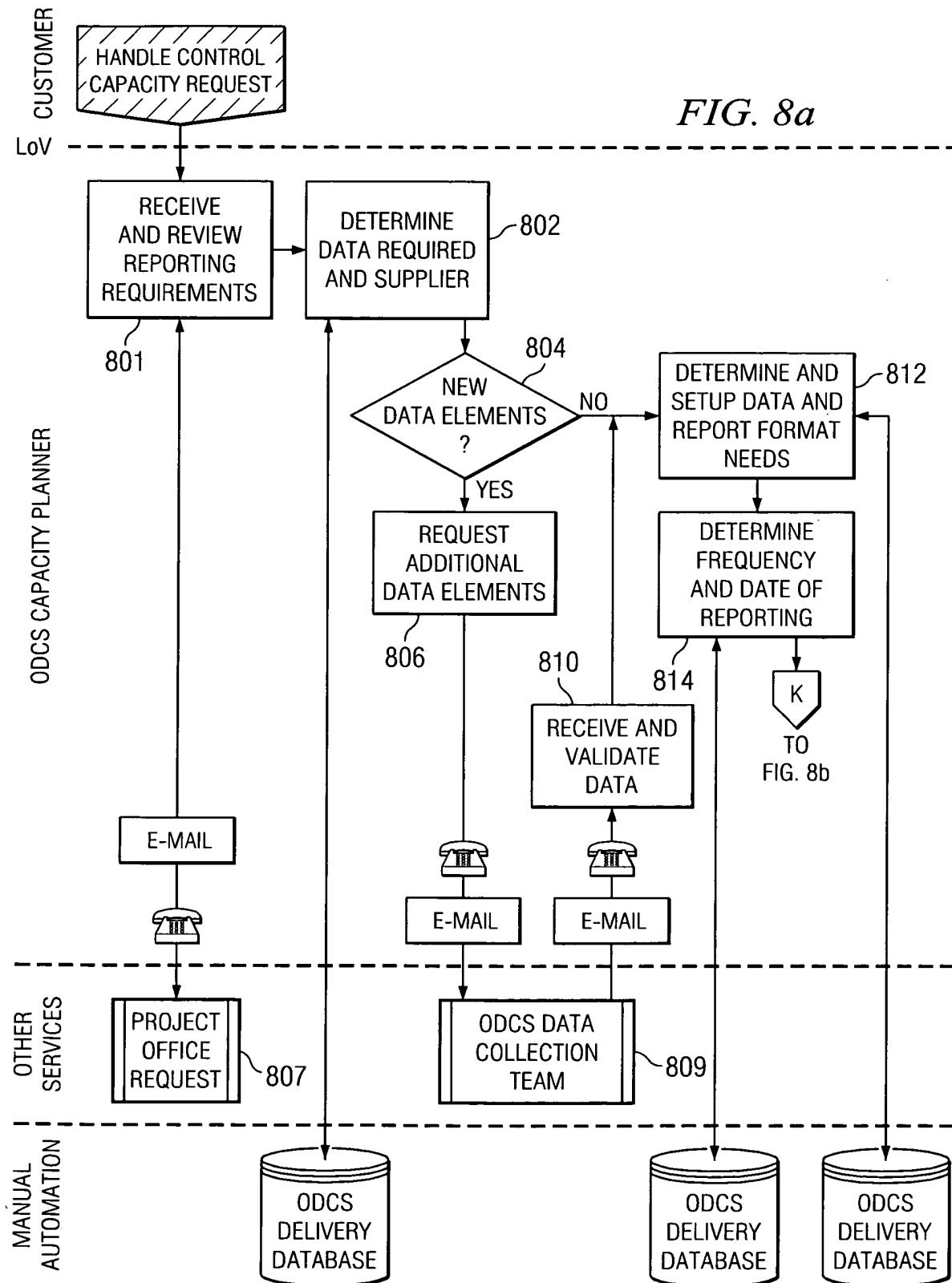
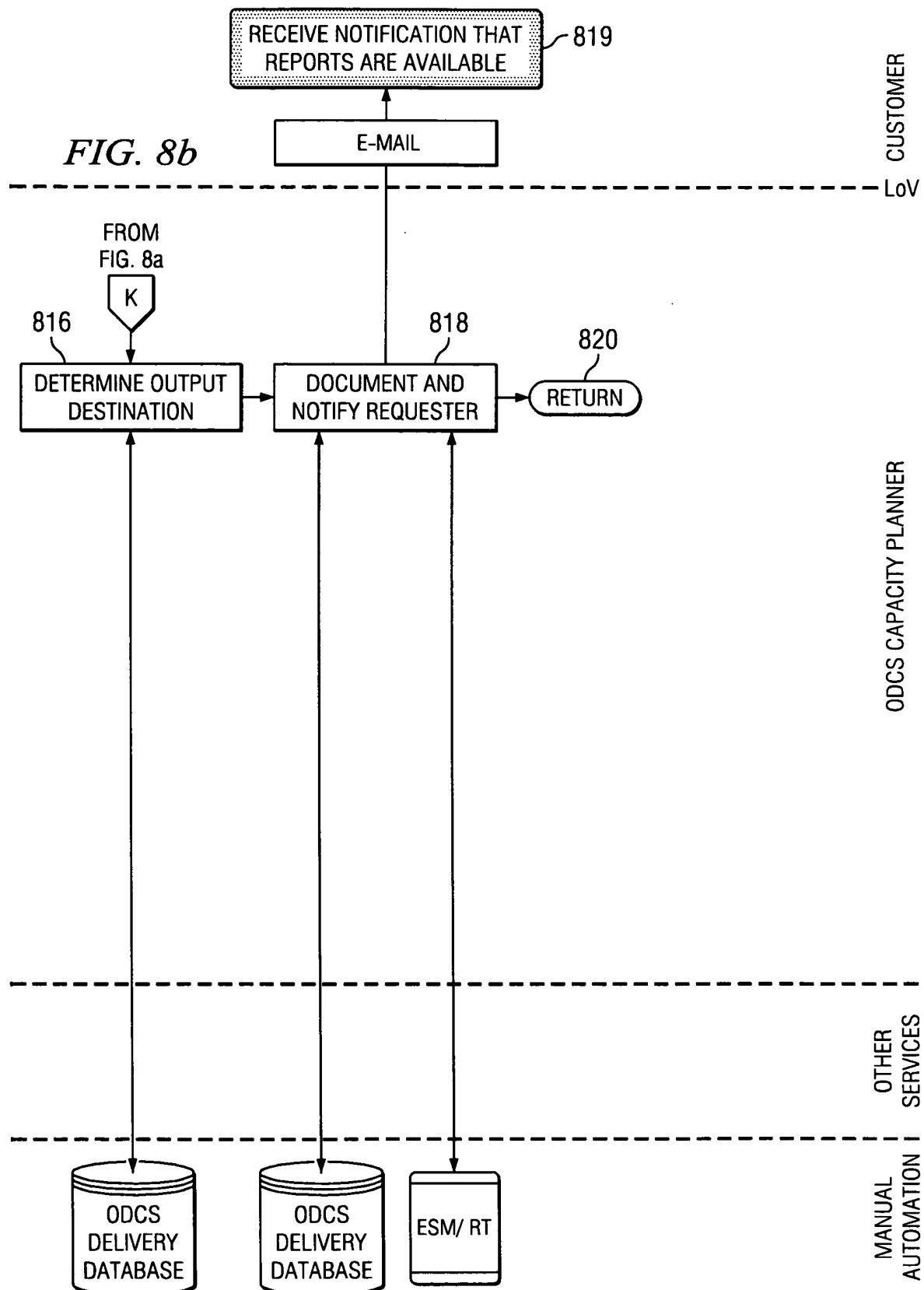
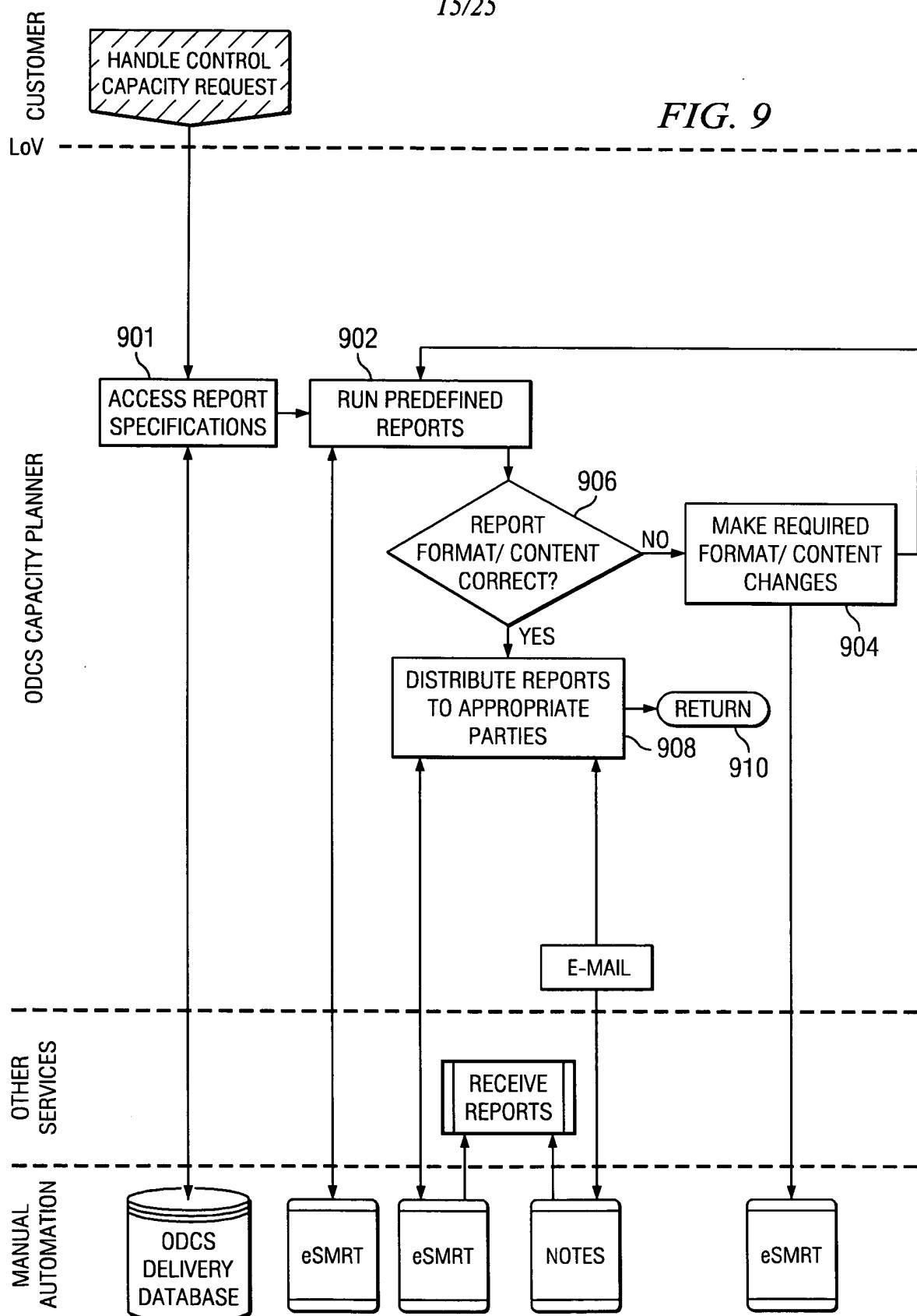


FIG. 7b









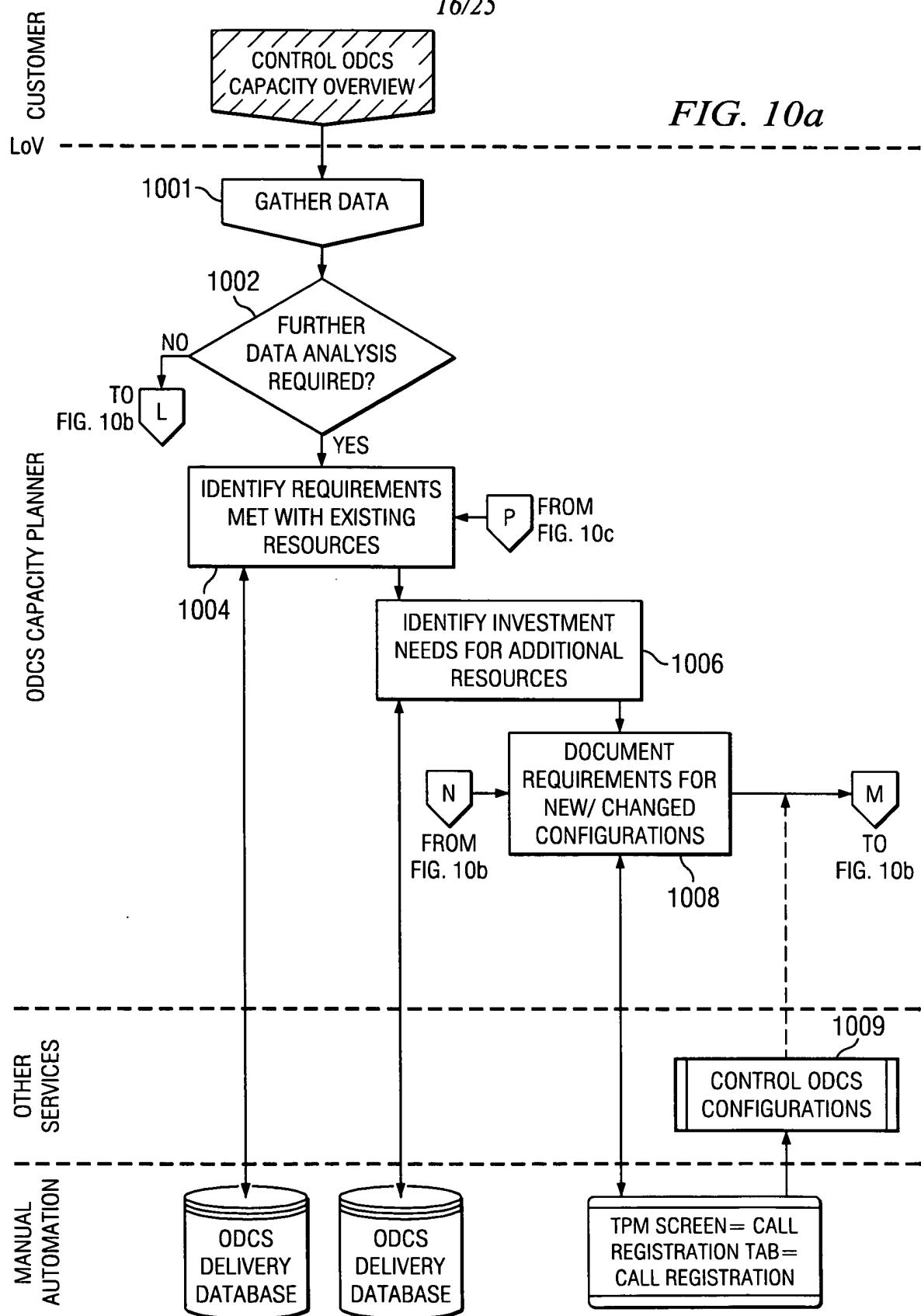


FIG. 10b

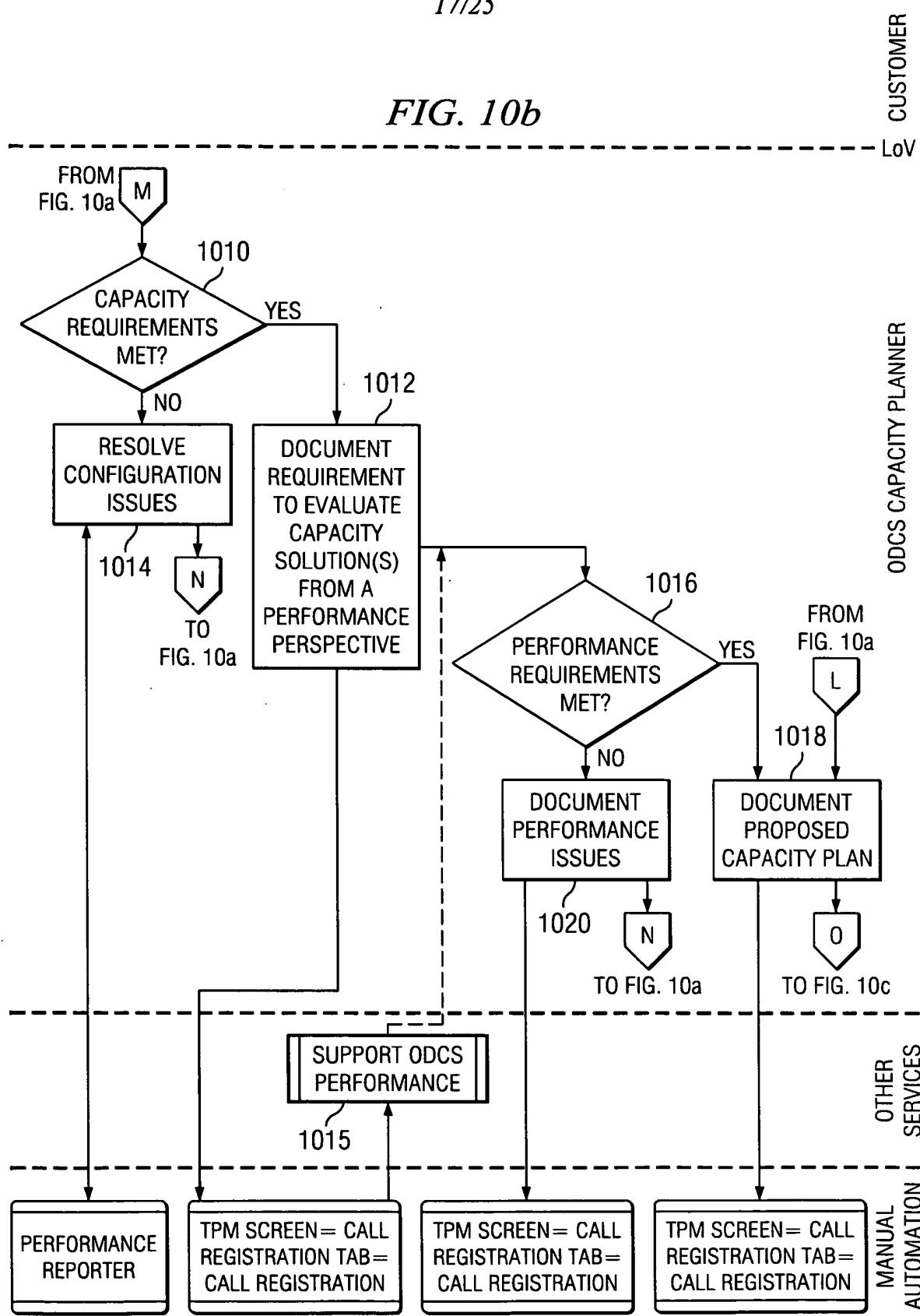
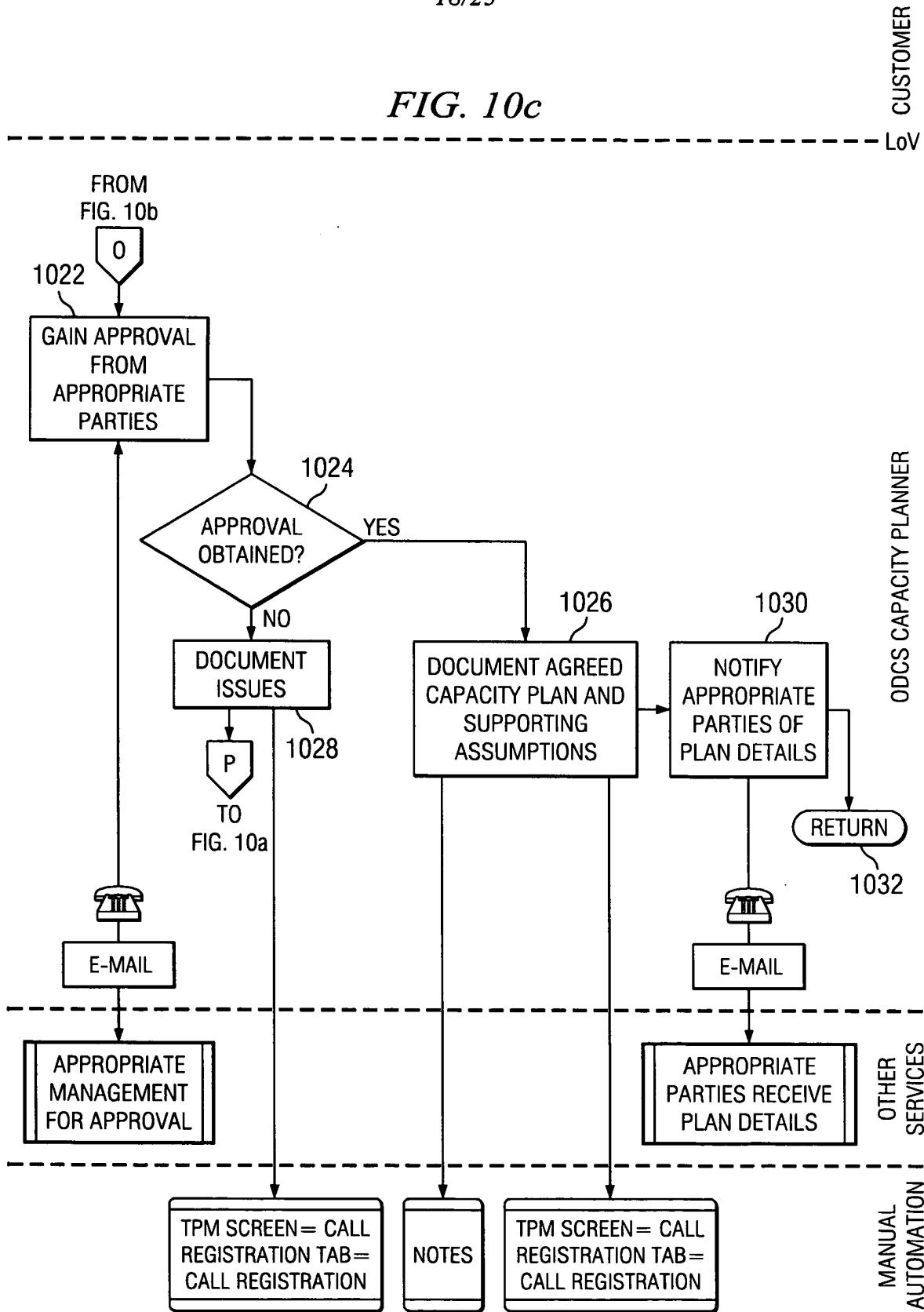


FIG. 10c



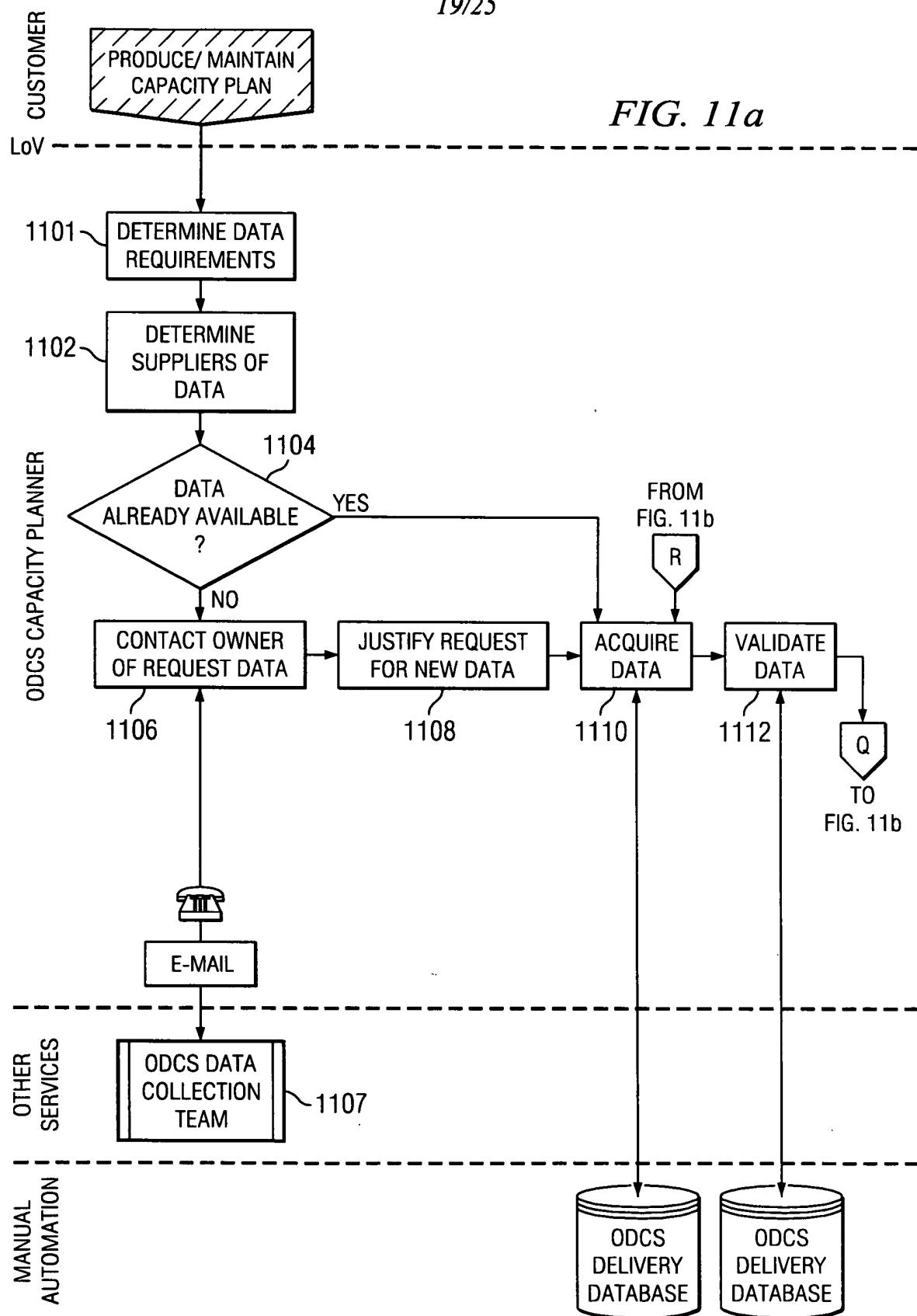


FIG. 11b

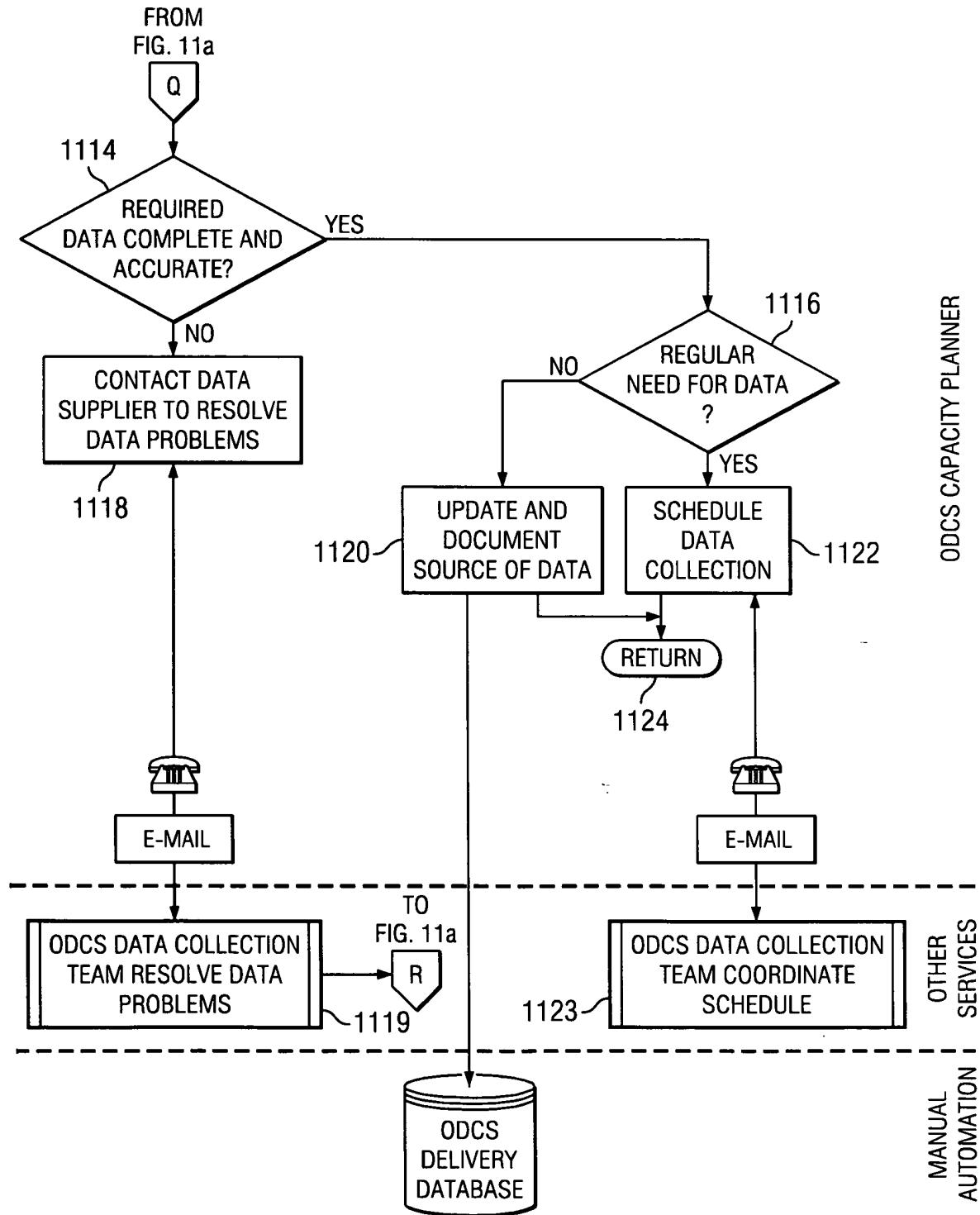


FIG. 12a

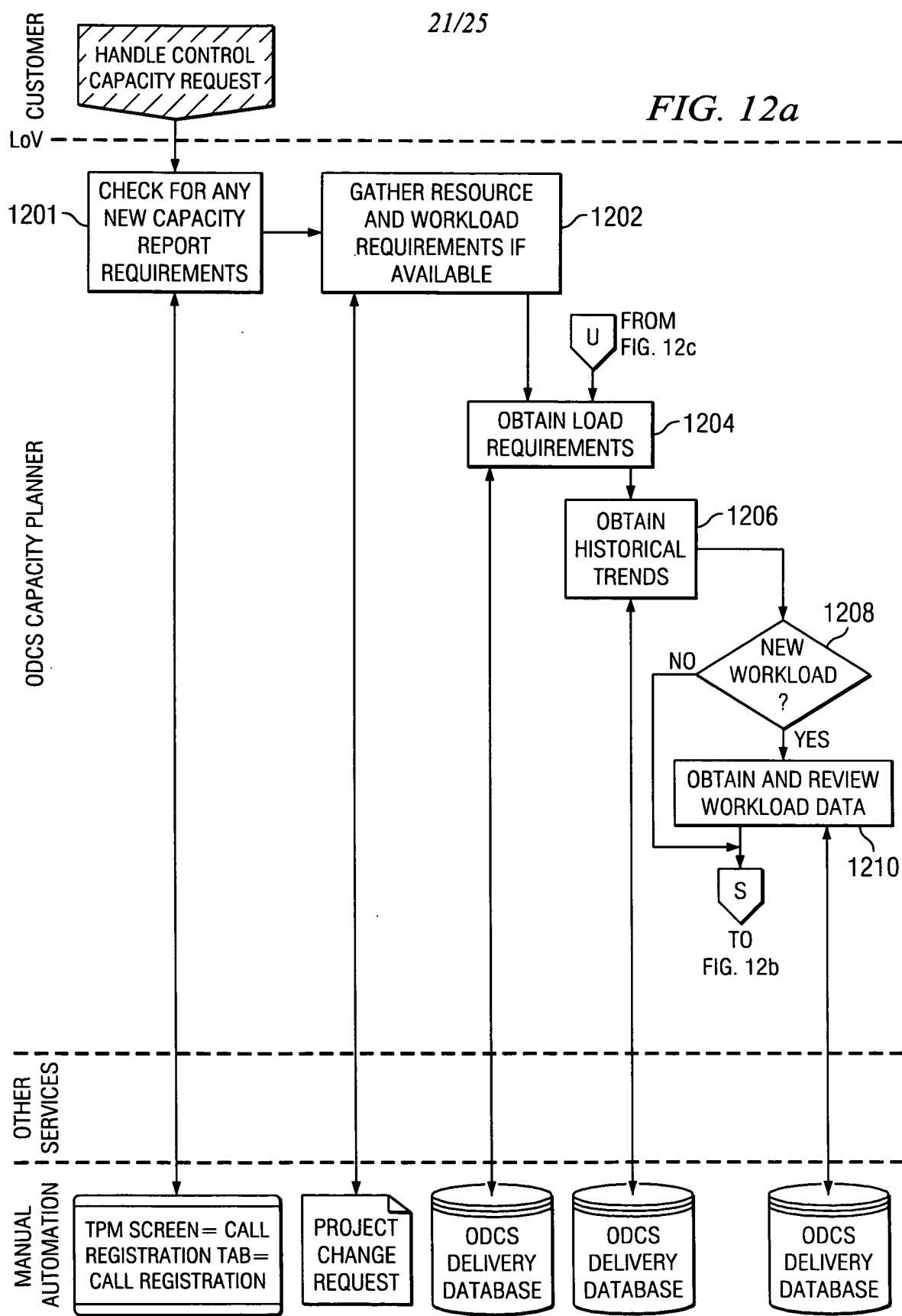
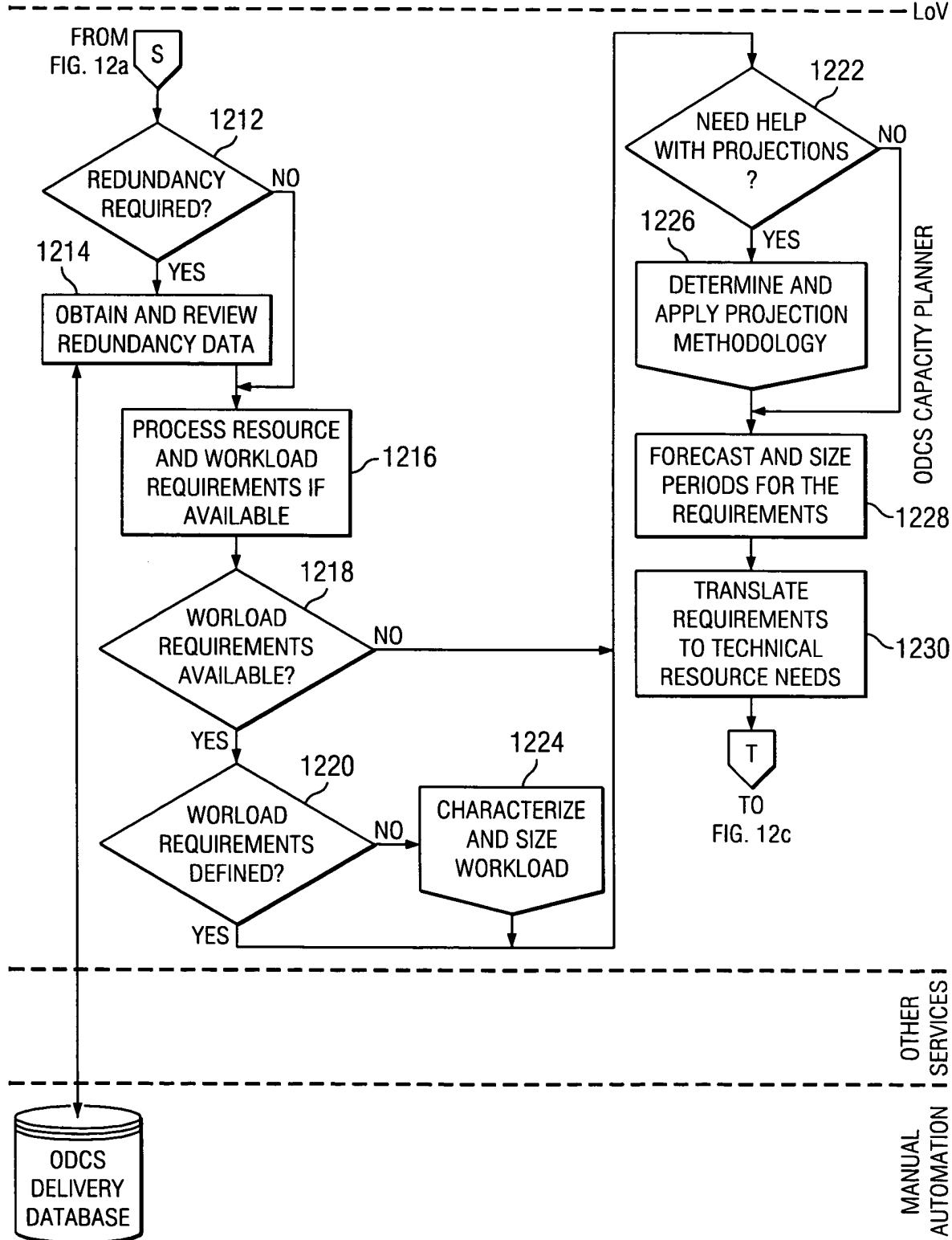


FIG. 12b



1233 ~ **RECEIVE WORKLOAD REQUIREMENTS***FIG. 12c*CUSTOMER
LoVFROM
FIG. 12b

T

VALIDATE WORKLOAD REQUIREMENTS WITH ORIGINATOR

1232

ALL
REQUIREMENTS
CAPTURED?

1234

NO

U

TO FIG. 12a

YES

PRODUCE/ MAINTAIN CAPACITY PLAN

1236

RETURN

1238

ODCS CAPACITY PLANNER

OTHER
SERVICES
MANUAL
AUTOMATION**TPM SCREEN = CALL
REGISTRATION TAB =
CALL REGISTRATION**

FIG. 13

